

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### ACCUSPEC ELECTRONIC SERVICES

Northwest Pennsylvania Industrial Resource Center

#### Accuspec Electronic Services Achieves Iso 9000 Certification

##### Client Profile:

AccuSpec Electronic Services of McKean, Pennsylvania is a custom manufacturer of electronic boards and harnesses. General Electric, Cattron, and Medrad are major customers. Founded in 1989, the company employs over 100 people.

##### Situation:

As part of its growth initiative, AccuSpec Electronic Services (AccuSpec) uncovered significant opportunities available only to ISO 9000-registered companies. The company decided to pursue its own ISO certification, and contacted the Northwest Pennsylvania Industrial Resource Center (NWIRC), a NIST MEP network affiliate, for help.

##### Solution:

In the spring of 2002, NWIRC auditors completed an assessment of AccuSpec's existing quality system, and shortly thereafter began working with AccuSpec employees to create an ISO 9000 compliant quality system. NWIRC helped AccuSpec complete documentation and implementation of its new system in the first quarter of 2003. AccuSpec contracted with ORION, an independent auditor, to conduct readiness and registration audits on its ISO 9000 compliant quality system. The company successfully passed both audits and received its ISO certification.

##### Results:

- Achieved ISO 9000 certification.
- Improved quality.
- Improved productivity.
- Improved customer service.
- Established a stronger competitive position.
- Increased potential customer base.

##### Testimonial:

"The work done by the Northwest Pennsylvania Industrial Resource Center was instrumental in helping AccuSpec achieve the recommendation for ISO certification."

Fred A. Whitesel, Director of Quality

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